



Docket No.: 1584.1003

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:

Robert EILBACHER, et al.

Serial No. 09/490,065

Group Art Unit: 2742

Confirmation No. 6692

Filed: January 24, 2000

Examiner: Harry S. Hong

For: APPARATUS AND METHOD FOR MONITORING AND ADAPTING TO  
ENVIRONMENTAL FACTORS WITHIN A CONTACT CENTER

AMENDMENT

**RECEIVED**

AUG 03 2004

**Technology Center 2600**

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

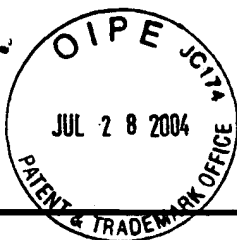
Sir:

This is in response to the Office Action mailed April 2, 2004, and having a period for response set to expire on July 2, 2004. A Petition for a one-month extension of time, together with the requisite fee for same, is submitted herewith, thereby extending the period for response to August 2, 2004. The following amendments and remarks are respectfully submitted.

07/29/2004 EABUBAK1 00000070 09490065

01 FC:1251

110.00 OP



S&amp;H Form: (10/03)

**REPLY/AMENDMENT  
FEE TRANSMITTAL**

Attorney Docket No. 1584.1003  
Application Number 09/490,065  
Filing Date January 24, 2000  
First Named Inventor Robert EILBACHER, et a.l  
Group Art Unit 2742

AMOUNT ENCLOSED 110.00 Examiner Name Harry S. Hong

**FEE CALCULATION (fees effective 10/01/03)**

CLAIMS AS AMENDED	Claims Remaining After Amendment	Highest Number Previously Paid For	Number Extra	Rate	Calculations
TOTAL CLAIMS	21	- 23 =	0	X \$ 18.00 =	\$ 0.00
INDEPENDENT CLAIMS	12	- 12 =	0	X \$ 86.00 =	0.00

Since an Official Action set an original due date of July 2, 2004, petition is hereby made for an extension to cover the date this reply is filed for which the requisite fee is enclosed (1 month (\$110); 2 months (\$420); 3 months (\$950); 4 months (\$1,480); 5 months (\$2,010)):

110.00

If Notice of Appeal is enclosed, add (\$330.00)

0.00

If Statutory Disclaimer under Rule 20(d) is enclosed, add fee (\$110.00)

0.00

Information Disclosure Statement (Rule 1.17(p)) (\$180.00)

Total of above Calculations =

\$ 110.00

Reduction by 50% for filing by small entity (37 CFR 1.9, 1.27 & 1.28)

TOTAL FEES DUE =

\$ 110.00

(1) If entry (1) is less than entry (2), entry (3) is "0".

(2) If entry (2) is less than 20, change entry (2) to "20".

(4) If entry (4) is less than entry (5), entry (6) is "0".

(5) If entry (5) is less than 3, change entry (5) to "3".

**METHOD OF PAYMENT**

- ☒ Check enclosed as payment.
- ☐ Charge "TOTAL FEES DUE" to the Deposit Account No. below.
- ☐ No payment is enclosed and no charges to the Deposit Account are authorized at this time (unless specifically required to obtain a filing date).

**GENERAL AUTHORIZATION**

- ☒ If the above-noted "AMOUNT ENCLOSED" is not correct, the Commissioner is hereby authorized to credit any overpayment or charge any additional fees necessary to:

Deposit Account No.

19-3935

Deposit Account Name

STAAS &amp; HALSEY LLP

- ☒ The Commissioner is also authorized to credit any overpayments or charge any additional fees required under 37 CFR 1.16 (filing fees) or 37 CFR 1.17 (processing fees) during the prosecution of this application, including any related application(s) claiming benefit hereof pursuant to 35 USC § 120 (e.g., continuations/divisionals/CIPs under 37 CFR 1.53(b) and/or continuations/divisionals/CPAs under 37 CFR 1.53(d)) to maintain pendency hereof or of any such related application.

SUBMITTED BY: STAAS & HALSEY LLP

Typed Name John C. Garvey

Reg. No. 28,607

Signature

Date

7-28-04

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